

IUB Customer [IUB]

SPU-2015-0039

From: iub@iowa.gov on behalf of Iowa Utilities Board <iub@iowa.gov>
Sent: Thursday, September 29, 2016 7:41 PM
To: customer@iowa.gov
Subject: Form submission from: Consumer Comment Form - Black Hills Farm Taps

①

Submitted on Thursday, September 29, 2016 - 7:41pm

Submitted values are:

==Customer Information==

First Name: Larry
Last Name: Fent
Address: 69 Lakewood Lane
City: Council Bluffs
State: Iowa
Zip Code: 51501

Email Address: fentski1@gmail.com

Comments:

Thank you for reading my comment.

Every Black Hills customer knows that this a done deal, as the Iowa Utilities Board seldom refuses a utility rate increase. Back in the mid 70's AT&T was broken up as a monopoly, but as one part of the argument for the breakup was that AT&T was subsidizing it's long distance service by spreading the excess cost to all of it's customers. Black Hills is a for-profit company and can well pay for the infrastructure to deliver it's product.
Larry Fent

The results of this submission may be viewed at:
<https://iub.iowa.gov/node/251/submission/1651>

IUB Customer [IUB]

SPU-2015-0039

(2)

From: Bob & Fay Schall <oldhouse@tcaexpress.net>
Sent: Tuesday, September 13, 2016 10:47 PM
To: IUB Customer [IUB]
Subject: Black Hills Energy "farm tap customers"

IUB members,

I am reading the insert from BHE July utility bill relating to the farm tap customers proposal. It has raised some questions for me:

- 1 – What is the record of rural tap customers regarding lack of safety at their natural gas tap site? I am only interested in Northwest Iowa locations.
- 2 – If BHE can not identify the locations of these lines, how is it they are deemed an issue of safety?
- 3 – BHE states in the proposal that these rural lines were installed "many years ago, and the condition is unknown". My urban site was installed 50 or 60 years ago and BHE just told us this spring that it is in "very good condition". I struggle to find consistency in those statements.
- 4 – The BHE proposal states that they intend to add a "monthly surcharge to recover costs over a three year period". "These charges will be paid by all customers not just farm tap customers".
I question that logic.
- 5 – This BHE proposal will take over \$17,000.00 out of our community with no apparent benefit to it's citizens.

Thank you in advance for answers to these questions.

Bob Schall
215 North McCormack
Primghar, Iowa 51245
oldhouse@tcaexpress.net

IUB Customer [IUB]

SPU-2015-0039

③

From: iub@iowa.gov on behalf of Lou Bickford <iub@iowa.gov>
Sent: Wednesday, August 31, 2016 11:22 AM
To: customer@iowa.gov
Subject: Form submission: Online Complaint

Submitted on Wednesday, August 31, 2016 - 11:21am

Submitted values are:

==Customer Information:==

Name: Lou Bickford
Business Name:
Address: 551 Noah Drive
City: Anamosa
State: Iowa
Zip Code: 52205
Best Way to Contact You: (check all that apply): Home/Mobile
Phone
Home/Mobile Phone: 319-462-3890

==Utility Information:==

Utility Name: Black Hills Energy
Have you contacted the utility about the problem? Yes
If "yes" with whom did you speak? Dana
Do you currently have working utility service? Yes

==General nature of your complaint:==

(check all that apply): Other
If other, please describe: farm tap docket no. spu-2015-0039

==Description of Complaint:==

Describe your problem in detail: (Please be sure to include any dates, times, names of persons, or other details that will be helpful to our understanding the problem and seeking resolution.): My husband and I live on disability. I consider it a hardship to have to pay for equipment for the farm users so they can have new equipment. Why can't they pay their own way. These higher utilities are becoming very difficult to handle on a limited budget.

==Attachments==

Complaint Attachment:

IUB Customer [IUB]

RPU-2015-0039

From: Ronald Fluhr <rondonna23@hotmail.com>
Sent: Wednesday, August 17, 2016 8:06 PM
To: IUB Customer [IUB]
Subject: Rate Increase

④

Categories: Red Category

August 17, 2016

Board Members,

We am against Black Hills Energy charging all customers for a 3 year period for the farm tab repairs that are needed. The Energy company, with the farmers, should pay for the updates and not all customers. Black Hills Energy knew when the bought these territories there would be needed upkeep and should have set aside funds to pay these costs.

Ronald & Donna Fluhr
2293 Helle Dr.
Asbury, Iowa 52002
rondonna23@hotmail.com

Filed with the Iowa Utilities Board on September 30, 2016, SPU-2015-0039

IUB Customer [IUB]

SPU-2015-0039

From: iub@iowa.gov on behalf of Iowa Utilities Board <iub@iowa.gov>
Sent: Wednesday, August 10, 2016 10:09 AM
To: customer@iowa.gov
Subject: Form submission from: Consumer Comment Form - Black Hills Farm Taps

5

Submitted on Wednesday, August 10, 2016 - 10:08am

Submitted values are:

==Customer Information==

First Name: Rick
Last Name: Trausch
Address: 270 Bradley St.
City: Dubuque
State: Iowa
Zip Code: 52003

Email Address:

Comments:

Are you people out of your minds? If Black Hills wants to replace these gas lines let them. There should be no CHARGE or SURCHARGE to any customer especially customers not involved.

It is your JOB to protect the people of Iowa from CRAP like this. Do your job and tell Black Hills to PAY THEIR OWN WAY.

The results of this submission may be viewed at:
<https://iub.iowa.gov/node/251/submission/1338>

IUB Customer [IUB]

SPU-2015-0039

From: iub@iowa.gov on behalf of Iowa Utilities Board <iub@iowa.gov>
Sent: Wednesday, August 10, 2016 12:58 AM
To: customer@iowa.gov
Subject: Form submission from: Consumer Comment Form - Black Hills Farm Taps

6

Submitted on Wednesday, August 10, 2016 - 12:57am

Submitted values are:

==Customer Information==

First Name: Andrew
Last Name: Poeckes
Address: 20 S 41st St Apt 34
City: Council Bluffs
State: Iowa
Zip Code: 51501

Email Address: aap002@morningside.edu

Comments: On August 5, 2016, I received a "Notice of changes to services provided to farm tap customers" mailing from Black Hills Energy. I disagree with parts of Black Hills Energy's proposal, as described in the mailing. I understand that the current state of the customer-owned lines can be described as a safety issue for those natural gas customers. However, it is not fair that non-farm tap customers would also be charged a monthly surcharge to fix the issue. As I live in an apartment complex in the city, I do not understand what benefit I, as well as other non-farm tap customers, would receive from this extra monthly charge. Our safety and service would not be affected by this proposal. I firmly believe that the right course of action would be to have customers who receive farm tap service pay for the upgrades to the lines that they own. Although I also do not understand the reasoning behind the acquisition plan in the proposal, I think that if Black Hills Energy were to purchase this infrastructure from farm tap customers or build infrastructure at no cost to the farm tap customers, then this capital investment should be considered a cost of doing business, and should not be surcharged on the monthly bills of customers. Thank you for this opportunity to voice my opinion on this issue with potential financial impact to me.

The results of this submission may be viewed at:
<https://iub.iowa.gov/node/251/submission/1337>

⑦

From: Don Makovec <dmak55@yahoo.com>
Sent: Tuesday, August 09, 2016 3:59 PM
To: IUB Customer [IUB]
Subject: farm tap

as a customer i feel that they raised service fees every year since black hills energy took over. My fees went from 9.80 per month to 20.56 in the summer months ,when I don't use any gas in summer months. I also feel that companies are passing expenses on to the customers to keep profits up for bonuses. I think if I have something goes in my life I can't have someone else pay for it or have tax payers pay for it.thanks Don

IUB Customer [IUB]

SPU-2015-0039

From: Kahle Donald <dkahle9589@aol.com>
Sent: Tuesday, August 09, 2016 3:27 PM
To: IUB Customer [IUB]
Subject: comment

⑧

In view of the fact that all previous benefits of the "Farm tap" program accrued to certain individuals, I feel it would be very unfair to add charges to the bills of all customers in order that these aging systems be evaluated and rectified. I feel that any costs incurred should be billed to the customers who have been benefitting from these systems...Dr. Donald Kahle, 1750 Mt. Vernon Ct., Dubuque, Iowa

Filed with the Iowa Utilities Board on September 30, 2016, SPU-2015-0039

IUB Customer [IUB]

SPU-2015-2039

From: fourwade <fourwade@gmail.com>
Sent: Monday, August 08, 2016 9:12 AM
To: IUB Customer [IUB]
Subject: Farm tap lines

⑨

Please say no to black hill farm tap bill, this should be billed back to black hill and the line owner, not the rest of the consumers.

Sent from my Boost Mobile Phone.

Filed with the Iowa Utilities Board on September 30, 2016, SPU-2015-0039

IUB Customer [IUB]

SPU-2015-0039

From: macdonald@windstream.net
Sent: Monday, August 08, 2016 9:06 AM
To: IUB Customer [IUB]
Subject: changes to services provided to farm tap customers

10

our address is 31962 Olde Castle Road
Dyersville, IA 52040
Michael and Mary Kay MacDonald 563 875-8077

Currently our property and other homeowners on our road are OUT of the city limits. However, my understanding is in the near future we will be IN city limits due to Castle Hill subdivision being expanded. Castle Hill Dyersville Iowa has 3 phases of expansion and is already WITHIN city Limits.

With the prospect of becoming WITHIN city Limits of Dyersville in the near future, I wonder if there would be duplication of work and cost if testing and replacement of lines is done at this time?

thank you

IUB Customer [IUB]

SPU-2015-0039

(11)

From: Jimmy & Lou Jean Bickford <bickfordjimmy@q.com>
Sent: Sunday, August 07, 2016 3:52 PM
To: "customer "@iub.iowa.gov
Subject: black hills farm tap comment

My husband and myself are disabled. Our only income is our disability checks. We have not had a raise for approx. 10 years. I realize you consider \$1.00 per month is not much, but when you currently have to choose between food and medication it is a big deal. I don't feel others should have to pay for the upgrade for farmers. They already receive a quantity discount. If they paid the same as the rest of us, the upgrades for themselves would be paid.

Please consider letting them pay for their own upgrades.

Thank you for your consideration.

Jim and Lou Bickford

This email has been checked for viruses by Avast antivirus software.
<https://www.avast.com/antivirus>

IUB Customer [IUB]

SPU-2015-0039

From: iub@iowa.gov on behalf of Iowa Utilities Board <iub@iowa.gov>
Sent: Sunday, August 07, 2016 3:39 PM
To: customer@iowa.gov
Subject: Form submission from: Consumer Comment Form - Black Hills Farm Taps

(12)

Submitted on Sunday, August 7, 2016 - 3:38pm

Submitted values are:

==Customer Information==

First Name: Raymond

Last Name: Little

Address: 4703 North Shore Dr.

City: Council Bluffs

State: Iowa

Zip Code: 51501

Email Address: a8wpri@aol.com

Comments:

I received a notice of changes to services provided to farm tap customers in the mail. My question is, how do I know if I am a farm tap customer, and if I will be charged accordingly?

Thanks

Ray

The results of this submission may be viewed at:
<https://iub.iowa.gov/node/251/submission/1313>

IUB Customer [IUB]

SPU-2015-0039

(13)

From: edna <grace101@smunet.net>
Sent: Monday, August 08, 2016 9:40 AM
To: IUB Customer [IUB]
Subject: spu-2015-0039

I am writing to voice my objection to Black hills energy rate increase for "farm tap." According to their proposal I would have to pay the cost of any updates to my line that they deem necessary, plus a monthly surcharge for same update! They already collect \$18.75 a month for "customer charge" they tell me is for the meter. I have lived here for more than 30 years. Same meter the whole time and has never been touched by Black Hills. At \$18.75 a month for 25 years equals \$5475! I believe they are collecting enough for their profit line. Why should I pay for their updates? No one pays for mine.
Edna Shuck Spencer, Iowa

Filed with the Iowa Utilities Board on September 30, 2016, SPU-2015-0039